

Contract Field Teams Program

Contract Number: FA8108-D-23-XXXX-XXXX

13 September 2021

Quality Assurance Surveillance Plan

The Quality Assurance Surveillance Plan (QASP) details Government QA surveillance performed by the Contract Field Teams Program Office and MFT of Contractor activities for the CFT Basic Contract.

Multi-functional Team Signatures

Functional Services Manager (QASP Approval Authority)	Date
Contracting Officer Representative Management (i.e. Supervisor)	Date
Chief Contracting Officer Representative	Date
Site Contracting Officer's Representative	Date
Program Manager, CFT Program Office	Date
QASP Program Analyst, CFT Program Office	Date
Quality Assurance Program Coordinator, Tinker AFB	Date
Quality Assurance Specialist, DCMA-DAYTON	Date
Administrative Contracting Officer, DCMA-DAYTON	Date
Contracting Officer, CFT Program Office	Date

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THE QASP IS A LIVING DOCUMENT AND AS SUCH MAY BE REVISED, WITH SUPPORT OF THE PWS, AT ANY TIME AFTER REVIEW BY THE SITE COR AND APPROVAL OF THE MFT (FSM, COR, PM, CO, QAS-DCMA AND QPA-CFT) 13

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1. Objectives

This document is to establish proper Government surveillance of Contractor performance during execution of the contracted service(s) in accordance with the Performance Work Statement (PWS) associated with this Quality Assurance Surveillance Plan (QASP).

2. Scope

2.1 Description of Work Effort

The Contract Field Teams (CFT) Program Management Office (PMO) is responsible for supporting requirements generated by the Department of Defense and other federal agencies to provide a flexible rapid deployment capability and to field supplemental skilled technicians on site anywhere in the world in support of the Government's war readiness and posture planning needs. These contract field teams perform modification, maintenance, inspection and repair of active systems in the US Government inventory, such as aircraft; vehicles; aerospace equipment; missile systems; subsystems such as engines, communications and cryptologic equipment; and ground support equipment. Efforts will include on-site Organizational, Intermediate/Field, and Depot/Sustainment level maintenance support at customer locations both in the Continental United States (CONUS), and outside the Continental United States (OCONUS). This effort may include approved foreign military sales (FMS) support [with an approved FMS case number and Letter of Agreement (LOA) between countries]. All weapon systems supported under this contract will be non-commercial and must have Government-owned technical data. These requirements will not include personal services or inherently governmental functions. The objectives and requirements identified within this PWS are described in general terms. Each task order will specifically address applicable task order requirements, scheduling, task order options, and performance criteria.

2.2 Facility Information

Efforts will include on-site Organizational, Intermediate/Field, and Depot/Sustainment level maintenance support at customer locations both in the Continental United States (CONUS), and Outside the Continental United States (OCONUS).

3. Multi-functional Team

3.1 Goals of the Multi-functional Team (MFT)

The goals of this team are to provide the highest levels of Contractor and Contractor deliverables surveillance possible through this Government QASP.

3.2 MFT Members and Their Responsibilities

The membership, goals, and responsibilities of the MFT are outlined below. Upon award of the contract, the Contractor will become a member of this team.

Functional Services Manager (FSM)

1. Approve Quality Assurance Surveillance Plan
2. Nominate and provide Government Flight Representative or Ground Government Flight Representative or Government Ground Representative (GFR or GGFR or GGR).
3. Review and approve individual's nomination as primary/alternate Contracting Officer's Representatives (COR) personnel to the Contracting Officer (CO).
4. Participates as a member of the MFT.

Contracting Officer Representative (COR) Management (i.e. Supervisor)

1. COR nominations, appointments, and terminations will be managed in Joint Appointment Module (JAM). Review and approve COR nominations via the Joint Appointment Module (JAM) (Special access programs are exempt from this requirement) at <https://piee.eb.mil/xhtml>. In order to meet the technical experience requirements of FAR 1.602-2(d)(3) and DoDI 5000.72, Enclosure 5, paragraph 3, COR supervisors ensure the COR nominee has relevant technical, professional, or administrative qualifications within the area to be surveilled by both training and experience commensurate with the required COR responsibilities prior to nominating an individual to the CO for COR duties. Upon request from CO, prepares COR nomination package.
2. Annually review the COR's qualifications and contract surveillance files for accuracy and completeness.
3. When required by the CO, ensure CORs submit their OGE Form 450 Confidential Financial Disclosure Report and

annual training in a timely and accurate manner.

4. Evaluate the individual's performance as a COR and solicit feedback from the CO to include in the overall evaluation. Evaluation of COR's performance occurs if the COR is a dedicated full-time, part time or if the COR's duties are assigned as additional responsibilities.
5. Functionally align CORs under the Functional Services Manager (FSM), when possible.
6. Review problem areas identified by COR to facilitate COR/CO coordination to resolve problems.
7. Review contractor performance documentation prepared by COR personnel to ensure performance is compatible with contract objectives. For CFT task orders, the performance documentation is recorded on the CFT Monthly 104 Report.
8. Ensure the COR will be afforded the necessary resources (time, supplies, equipment and opportunity) to perform their designated functions.
9. Ensure COR completes required training prior to award or prior to their designation as a COR if appointed after contract award.
10. Completes training offered by the Quality Assurance Program Coordinator (QAPC)
11. Participates as a member of the MFT.

Chief, Contracting Officer's Representative (C-COR)

NOTE: C-COR may also be known as the Primary COR. If C-COR is not applicable, the functions listed below will be performed by the COR.

1. Ensure an electronic COR file is maintained with COR records (COR qualification where applicable, contract modifications, minutes, invoices and payments, inspection results, QASP, Award Fee or Incentive Plan, etc.) and Memorandums for Record on significant issues relating to the contract as required in DoDI 5000.72. These documents are required to be managed in JAM and the Surveillance and Performance Monitoring (SPM) Module.
2. Inform the CO in writing of any required changes to the contract scope/Performance Work Statement (PWS)
3. Develop and publish surveillance report of COR surveillance activities. Submit to PM/FSM and CO for review.
4. Corrective Action Requests (CARs) for CFT contracts may be issued by COR/C-COR without review or issuance by CO or FSM. See QASP Para 6 for CAR process and review.
5. Assist FSM and CO in verifying adequate corrective actions are taken to resolve problems.
6. Notify the CO if there is high risk of the contract costs exceeding the amount programmed (if no PM is assigned).
7. Assist CO to validate the accuracy of invoices submitted by the service provider prior to the government paying for services.
8. Provide Contractor Performance Assessment Reporting System (CPARS) inputs on the CFT Monthly 104 Report. The CO may determine an out of cycle CPAR is required to address performance concerns.
9. Complete all COR required training

Site Contracting Officer's Representative (COR)

1. Provide technical support to the FSM and CO and assist MFT in developing performance requirements in pre-award activities when requested
2. Reviews contractor's Quality Control Plan (QCP).
3. Never direct contractor's work or the re-performance of work, assist the contractor in any task, advise the contractor on how to accomplish any task, change the contract, or interpret the contract, but rather observe and report on contractor compliance.
4. Assist the MFT in developing a QASP and ensure the QASP is updated to ensure it reflects any contract changes.
5. Promptly report performance issues to the CO and ACO in writing.
6. Completes DOD required COR training through DAU and Contract Specific Training provided by the procuring Contracting Officer (CO).
7. Reviews Contractor procedures/documents for satisfactory condition (contractual compliance at time of review).
8. Ensures the Contractor complies with the requirements of FAR clause 52.222-50(c), (d), and (f) (Combating Trafficking in Persons) and informs CO/ACO when Contractor is non-compliant.
9. Upload all surveillance/performance reports, and any supporting documentation required for contract surveillance as well as any other report(s) to SPM.
10. Develops and maintains a site continuity book to include current copy of task order, contract modification log, COR designation/termination letters, the site QASP, training, training certificates, a CAR log, copies of CARs, and other pertinent information needed for proper Government surveillance of site and Contractor.

11. Prepares and submits CFT Form 104 by the 10th calendar day of the following month in accordance with the Contract Management Plan and Contract Field Teams Form 104 Instructions.
12. Performs data analysis.
13. Reports rework by Contractor in accordance with the Contract Management Plan.
14. Performs any additional duties identified in the Workload Agreement (WLA).
15. Reviews QASP annually.
16. Maintains suitable records reflecting decisions regarding the acceptability of the requirements as well as actions to correct defects.
17. Participates as a member of the MFT.

Contracting Officer's Representative/Program Manager, CFT Program Office (COR/PM)

1. Single point of contact for customer, assisting in pre-award activities as well as monitoring and reporting of Contractor performance during order execution period.
2. Assists customer in development and refinement of requirements documents and submits them for MFT coordination during pre-award phase.
3. Leads MFT in timely completion of Initial Performance Review Report, assures generation of report and subsequent documentation, collaborates with MFT to develop government recommended actions for red issues, and reports Initial Performance Review results to SDO and to AFPEO/CM (when applicable).
4. Notifies the PCO/ACO and the Contractor of any performance deficiencies in writing or by e-mail.
5. Maintains accurate documentation of Contractor assessment activities as required by the surveillance plan and reports the results of Contractor assessment activities to the ACO/PCO.
6. Works with the Contractor and the PCO/ACO to resolve issues.
7. Submits all requests for corrective action to the PCO/ACO.
8. Records Contractor performance data and CPAR comments and develops recommendations for annual Contractor Performance Assessment Report (CPAR).
9. Performs roll-up data analysis derived from Task Orders.
10. Prepares monthly Basic CFT Contract Form 104, a Contractor performance surveillance report, by the 10th of the following month in accordance with the Contract Management Plan.
11. Identifies areas that warrant a change in assessment method, frequency, or performance threshold and provides suggestions about the surveillance plan to the PCO.
12. Maintains records in accordance with the Surveillance Plan/QASP.
13. Ensures the Contractor complies with the requirements of FAR Clause 52.222-50(c), (d), and (f) (Combating Trafficking in Persons).
14. Reviews QASP annually.
15. Participates as a member of the MFT and functions as the Lead.

Contracting Officer's Representative Management

1. Upon request from PCO, prepares COR nomination package.
2. Ensure prospective COR understands importance of performing their designated functions.
3. Ensure the COR will be afforded the necessary resources (time, supplies, equipment, and opportunity) to perform their designated functions.
4. Ensure that performance of the designated functions will be addressed as part of the COR's annual performance appraisal.
5. Solicit input on performance of COR duties from the PCO.
6. Ensure COR completes required training prior to award or prior to their designation as a COR if appointed after contract award.
7. Identifies mission essential services (i.e. Functional Commander/Director only responsibility)
8. Completes training offered by the Quality Assurance Program Coordinator (QAPC)
9. Participates as a member of the MFT.

Procuring Contracting Officer, CFT Program Office (PCO)

1. Advise the MFT on Surveillance Plan development.
2. Requests rework when services are not performed or do not meet contract requirements.
3. Appoint, assess, review, and terminate CORs as required by MP5301.602-2(d).
4. Provides Contract Specific Training as required by MP5301.602-2(d).
5. Track COR training, appointment, and termination through online CORT tool.
6. Terminates the COR Designation in writing, when appropriate, and forwards copies of COR Termination to the COR, COR Supervisor and QAPC and notifies the Contractor.
7. Reviews the submitted CFT Form 105 (Initial Performance Review Report), collaborates with MFT to develop Government-proposed actions to resolve any red issues, and adds report to contract file.

8. Ensures past performance inputs are prepared documenting any performance issues.
9. Includes in the contract file documentation identifying nonperformance and actions taken.
10. Maintains suitable records reflecting decisions regarding the acceptability of the requirements as well as actions to correct defects.
11. Assists Program Manager with completing monthly Basic CFT Contract Form 104.
12. Requests re-performance and/or reduction of price of contract when services are not performed or do not meet contract requirements.
13. Determines that the amount withheld constitutes a reasonable estimate of the Contractor's potential liability.
14. Ensures that the withholdings represent an amount commensurate with the reasonable value of such services.
15. Keeps communication lines open with the Contractor regarding performance issues.
16. Participates as a member of the MFT.

Quality Program Analyst, CFT Program Office (QPA)

1. Performs reactive site visits when Government quality surveillance has failed and /or Contractor performance trends have shown repeated noncompliance with contract. Reactive site visits may also occur after third party audits have detected poor Government surveillance of Contractor and/or repeated Contractor noncompliance with contract.
2. Assists MFT in performing the Initial Performance Review. Collaborates with MFT to develop and monitor Government-proposed actions to resolve any red issues.
3. Develops and monitors quality assurance programs in concert with QAPC and QAS-DCMA to include QASP templates, COR and QAR training, and training certificates as required.
4. Functions as the lead authority for the development of the Service Summary, Basic Contract QASP, and CFT Task Order specific QASP template.
5. Provides guidance to site CORs and QARs during QASP development to include content approval.
6. Coordinates QASP reviews with the QAPC and DCMA to include obtaining required signatures.
7. Provides quality assurance surveillance recommendations to site CORs and QARs.
8. Identifies areas that warrant a change in assessment method, frequency, or performance threshold and provides suggestions about the surveillance plan to the PCO.
9. Assists PM with roll-up data analysis derived from Task Orders.
10. Assists Program Manager with completing monthly Basic CFT Contract Form 104.
11. Reviews QASP annually.
12. Participates as a member of the MFT.

Quality Assurance Program Coordinator, Tinker AFB (QAPC)

1. Supports the MFT in the development of contract requirements specifically to ensure requirements are clearly stated and enforceable.
2. Assists with development of the Service Summary, Basic Contract QASP, and CFT Task Order specific QASP template.
3. Participates as a member of the MFT.

Quality Assurance Specialist, DCMA-DAYTON (QAS-DCMA)

1. Provides quality assurance surveillance recommendations to the CFT Program Office.
2. Keeps a current list of QARs assigned to the contract/task order, indicating their areas of responsibilities.
3. Performs proactive site visits to ensure Government quality surveillance of Contractor and when Contractor performance trends indicate contract compliance issues.
4. Performs reactive site visits when Government quality surveillance has failed and /or Contractor performance trends have shown repeated noncompliance with contract. Reactive site visits may also occur after third party audits have detected poor Government surveillance of Contractor and/or repeated/serious Contractor noncompliance with contract. In the event of serious noncompliance, immediate intervention will occur.
5. Maintains suitable records reflecting decisions regarding the acceptability of the requirements as well as actions to correct defects.
6. Develops and monitors quality assurance programs in concert with QAPC and QPA-CFT to include QASP templates, COR and QAR training, and training certificates.
7. Assists MFT in performing the Initial Performance Review. Collaborates with MFT to develop and monitor Government proposed actions to resolve any red issues.
8. Provides quality assurance surveillance recommendations to site CORs and QARs.
9. Identifies areas that warrant a change in assessment method, frequency, or performance threshold and provides suggestions about the surveillance plan to the PCO.
10. Reviews Contractor procedures/documents for satisfactory condition.

11. Participates as a member of the MFT.

Administrative Contracting Officer, DCMA-DAYTON (ACO)

1. Performs contract administration as defined in Federal Acquisition Regulation (FAR) Part 42 and DCMA Guidebook as needed and as authorized by the PCO.
2. Monitors corrective action requests that pertain to the contract initiated by the site CORs and/or QARs.
3. Initiates and monitors Level III and IV Corrective Action Requests given to the Contractor during the performance of the contract.
4. Notifies the PCO of any potential delays and any Contractor performance that poses risks to the completion and quality of contract.
5. Monitors rework as reported by site CORs and/or QARS when services are not performed or do not meet contract requirements.
6. Participates in Initial Performance Review, leads MFT in development of Government-proposed action plan to resolve any red issues, and monitors plan execution.
7. Includes in the contract file documentation identifying nonperformance and actions taken.
8. Keeps communication lines open with the Contractor regarding performance issues.
9. Participates as a member of the MFT.

Contractor

1. Reviews and acknowledges the QASP for information purposes only; has no editorial authority.
2. Participates as a member of the MFT.

3.3 MFT Performance Management

MFT Purpose

The MFT will manage the contract for the life of the contract. This team is a partnership between the Government and the Contractor to ensure the best possible service is provided for the life of the contract.

MFT Goal

The goal of the MFT is to give all members a vested interest in maintaining the highest level of quality service to our customers and the ability to propose/initiate improvements. The success of the contract is a combined effort of all MFT members.

MFT Meetings

The MFT will manage the contract for the life of the contract. This team is a partnership between the government and the Contractor to ensure the best possible service is provided for the life of the contract. All performance assessment data will be reviewed at these meetings. If performance improvement is necessary, a plan of action will be created.

Disputes

Attempts will be made to resolve all disputes arising under this plan using the Alternate Dispute Resolution (ADR) as outlined in FAR 33.214. The objective is mutually agreeable resolutions that are relatively inexpensive and expeditious. If no resolution can be made under ADR, the PCO shall be notified for a final decision.

Contractor Performance Assessment Reporting System (CPARS)

CPARS will be updated at least annually by the CFT Program Office documenting Contractor performance for this specific contract. More frequent updates may be made as required to document a significant improvement or degradation of the level of Contractor performance.

4. Reserved

5. Surveillance (Performance Assessment)

Surveillance of the Contractor is performed to ensure that contractual requirements are being met.

The required performance objectives can be found in the Service Summary in the PWS. The Contractor service requirements are summarized into performance objectives that relate directly to the mission essential items. The

performance threshold describes the minimum acceptable levels of service for each requirement. It should be noted that the absence of any contract requirement from the Service Summary does not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract.

Process review is the evaluation of a process' inputs, the specific tasks completed, and the process outputs. Process review provides information as to the acceptability of a Contractor's process to meet requirements and/or desired outputs detailed in the PWS. In addition, process review provides insight to where specific inspections/audits can be later conducted to determine the process' compliance without a complete repeat of the process evaluation, defined herein as process inspections/audits.

Inspections/Audits fall into two basic categories – those that are measured according to the PWS, and those that are not. Those that are measured will be entered in the Service Summary table below which is based upon the metrics in the PWS.

Entries into the Service Summary table are taken from the PWS verbatim and are based solely on metrics as presented in the PWS. Those areas that are not measured according to the PWS, but need to be performed, will be entered in the Process/Product table below.

All surveillance of non-service summary items shall be compromised of at least ten percent of non-SS items, but not more than twenty percent. Monthly schedule format is determined by the COR.

5.1 Surveillance Planning (Methods)

There are various surveillance methods used to monitor contract performance and compliance. When selecting the appropriate method, take into consideration task criticality, task complexity, time available, mission requirements, and availability of trained COR personnel. COR focus should be at the task order level, as corporate level quality audits will be conducted by DCAA or DCMA Dayton.

The following are preferred methods of surveillance and consideration for their use:

Customer Complaint/Observation

Any customer observing unacceptable services, either incomplete or not performed, for any performance objectives should immediately contact the COR. COR personnel will furnish written instructions and/or customer training to each organization receiving the Contractor's service. The COR must evaluate the complaints on a case by case basis and will perform a follow-up inspection to ensure the Contractor response to the customer complaint has effectively resolved the deficiency. If any Government action or lack of action caused the unacceptable performance, the complaint against the Contractor is not valid. The COR will document the invalid complaint and keep for their records. If the complaint is not a result of any Government action, the procedures referenced above will be followed.

100% Inspection

All deliverables will be inspected 100% for errors and omissions.

Random Inspection

This type of surveillance is statistically based and assumes the Government receives acceptable performance by the Contractor if a given percentage or number of scheduled inspections is found to be acceptable. If this method is used, the COR will need to describe the process for how the random numbers will be pulled (i.e. either manually or computer generated).

Periodic Inspection

This type of surveillance is based upon selecting samples for evaluation on other than 100% inspection or on a statistically random basis.

Mandatory Hold Points

Mandatory hold points are inspection points identified by the COR that must be signed off by the Government prior to the contractor continuing work. These points may include SOF, Red X and Red Lines inserted in workbooks. The COR must notify the contractor in writing of these hold points.

NOTE: CORs should not interfere with the Contractor while performing surveillance to prevent production delays. Whichever surveillance method is used, it must be documented and applied consistently throughout the observation

period and from one period to the next. Surveillance consistency enables the COR to detect trends in performance and requires less surveillance time and documentation/reports.

Service Summary			
PWS Paragraph Reference	Performance Objective	Performance Threshold	Surveillance Method
PWS Para 4.2.1	Transition: Fully executed Contractor Transition Plan for all Task Orders	In order to meet the minimum standard for transition at the basic contract level, the Contractor must fully execute all transitions within the Contractor specified goals identified in each task order CDRL A007. The metric will be measured on the Contractor's ability to meet all Contractor specified timelines as reported in each task order CDRL A008 IAW PWS paragraph 6.7.	CFT PMO will monitor each Task Order transition upon occurrence. 100% Inspection
PWS Para 4.2.2	Firm-Fixed-Price Minimum Team Complement (FFP MTC): Firm-Fixed-Price (FFP) Minimum Team Complement (MTC) consistently met for all applicable Task Orders	The minimum standard for FFP MTC measured against the basic contract shall be met when the FFP MTCs for all task orders are fully manned on day 1 of task order PoP and when no task order with a FFP MTC discrepancy in any given month has a repeated discrepancy for the same task order in consecutive months. Measurements of the FFP MTC being met by day 1 of task order PoP will only apply when the award is made 30 calendar days prior to PoP start OR if the task order PWS requires a set required transition time.	COR will monitor each Task Order with an FFP MTC monthly. 100% inspection
PWS Para 4.2.3	Site Supervision: The Contractor shall staff site supervision at each site IAW each Task Order PWS and basic contract clause H-2	The minimum standard for site supervision measured against the basic contract shall be met when site supervision for all task orders is on-site on day 1 of task order PoP and when no task order has a supervisory absence/vacancy of longer than 30 calendar days.	CFT PMO will monitor Task Order site supervision monthly. 100% inspection
PWS Para 4.3.1	Acceptable Quality Control Plan (QCP) for all Task Orders	In order to meet the minimum standard for submission of QCPs at the basic contract level, the Contractor shall ensure all task order QCPs submitted to the government Quality Assurance Representative (QAR) are deemed compliant within 30 calendar days after the start of each task order PoP.	CFT PMO will monitor each Task Order QCP submission. 100% Inspection
PWS Para 4.3.2.1	Standard Operating Procedures (SOPs) and Local Operating Instructions (LOIs): Acceptable Local Operating Instructions (LOIs) for all Task Orders	In order to meet the minimum standard for submission of LOIs at the basic contract level, the Contractor shall ensure all task order LOIs submitted to the government QAR are deemed compliant within 30 calendar days of each task order award.	CFT PMO will monitor all LOI submissions not related to aviation. 100% Inspection
PWS 4.4.1	Acceptable FOPs/GOPs for all aviation Task Orders	In order to meet the minimum standard for submission of FOPs/GOPs at the basic contract level, the Contractor shall ensure all task order FOPs/GOPs submitted to the government	CFT PMO will monitor all FOPs/GOPs/Aviation LOIs submissions. 100% Inspection

		G/GFR are approved in writing no later than day 1 of the start of each task order PoP.	
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* This services summary is not inclusive of individual Task Order Performance and Schedule metrics (see IAW PWS Para 4.8). The Contractor shall also be measured against the services summary for each individual task order PWS. The government reserves the right to inspect all services required by the contract, basic and task order PWS, to the maximum extent practicable, at all times and places, during the term of the contract IAW the contract inspection clauses.

5.2 Surveillance Standard

The Contractor must correct each discrepancy through re-performance. The first corrective action required of an individual service not meeting contract requirements is the re-accomplishment of the service at no charge to the government. COR documentation of the services not meeting contract requirements denotes the contractor has to re-perform the service. However, upon advice of the technical/functional activity and the nature of the service, the CO may pursue other options.

Recurring discrepancies during the reporting period which bring the performance threshold below the acceptable level will be recorded and reported IAW Task Order QASP/QSP by the site COR to the ACO/CO for appropriate action. Additionally, if the same discrepancies occur repeatedly throughout different reporting periods, this will reflect upon the Contractor's CPAR performance rating. The COR will annotate the unacceptable performance and notify the ACO/CO in order to address the problem areas with the Contractor. In those instances where re-performance is not possible, the CO may deduct payment IAW the inspection of services clause.

5.3 Surveillance of Non-Service Summary Items

Surveillance planning includes the selection of the key processes and products for surveillance and takes into account the likelihood and consequence of failure of the process/product, performance history (if available), work effort being accomplished (i.e. Safety of Flight (SOF) or Critical Safety Items (CSI)), any mandatory inspections, and any special process, such as Non-Destructive Inspection or Testing (NDI/NDT), welding, and painting.

The Government reserves the right to inspect and test services required by the contract, to the extent practicable, at all times and places, during the term of the contract IAW the contract inspection clause.

5.4 Surveillance Execution

The COR will develop the surveillance plan and will perform surveillance to ensure Contractor compliance with the appropriate paragraphs of the PWS, other Government requirements, and the Contractor's own procedures. Surveillance is reported in the CFT Monthly 104 Report

5.5 Surveillance Documentation

The COR will record the results of the surveillance, noting the date, time, inspector/observer, serial number or other identifier, inspection item/area (component system), number of observations, observations/deficiencies noted (results), and CAR information (if applicable). If surveillance indicates performance does not meet required quality and safety standards identified in the PWS (Applicable Documents/Directives), the COR will notify the Program Manager, Contractor and the DCMA ACO/QAS (by means of monthly reports) of the deficiency for correction, thus initiating the Corrective Action Request (CAR) process (see QASP Para 6 for specific CAR procedures).

6. Remedies for Non-Conformance

The COR will perform inspections to ensure Contractor compliance with the appropriate paragraphs of the PWS and will record the results of inspections, noting the date and time. If inspections indicate unacceptable performance, the COR will notify the Contractor of the deficiencies for correction. The Contractor shall be given an appropriate time frame (depending on the discrepancy identified) after notification to correct the unacceptable performance. If deficiencies are not corrected within the required time frame, the COR should notify DCMA for action. If the Contractor disagrees with the noted discrepancy and an agreement cannot be reached, the CO shall be notified for a final decision.

Corrective Action Requests (CARs)

The Contractor shall be given a reasonable time after notification to correct the unacceptable performance. The length of time allowed to correct the problem will depend upon the requirement, complexity of the corrective action(s), and the deficiency. The Contractor will notify the COR if the time allowed for correction is not adequate. The COR shall not consider the corrective action(s) complete until all deficiencies have been corrected and determined to be adequate

(Government follow up). Contractor non-responsiveness, deficiencies not adequately addressed or corrected after notification of such, or estimated dates of completion that are not acceptable to the COR will be forwarded to the ACO (primarily)/CO for action.

When a contractual nonconformity is noted, corrective action must be taken. Level I and II CARs will be issued to Contractor management at the site by the site COR.

CARs shall include a description of the contractual nonconformity and a description of the contractual requirement.

Level I CARs are only applicable to minor deficiencies that can be corrected on the spot. This does not include items that are considered to have SOF or CSI characteristics. Level I CARs do not require a formal response from the contractor.

Level II CARs will be issued for repeat Level I CARs, when contractual nonconformities cannot be corrected on the spot, when minor deficiencies are noted that may affect system performance or the Contractor is clearly not performing to the contract requirements. **As a minimum, contractual nonconformity associated with Critical Safety Item (CSI) critical characteristics and Safety of Flight (SOF) characteristics shall be issued at this level with a required written corrective action response due date not to exceed 5 calendar days.** When Level II CARs are issued, the document must be specific in identifying the exact deficiency and the Contractor personnel with whom the deficiency was discussed. **All Level II CARs will require the Contractor to identify the root cause of the deficiency, action taken to correct the specific deficiency, action taken to prevent recurrence, action taken to determine if other products/aircraft are affected by same/similar deficiencies, and the date when the corrective action will be implemented.** The COR will perform a follow-up audit to ensure the corrective action presented by the Contractor has effectively resolved the deficiency.

If a systemic or serious contractual nonconformity is noted, or contractual nonconformities cannot be satisfactorily resolved at the site level, Level III and Level IV CARs may be elevated to the Contractor corporate level ONLY by DCMA-Dayton, who will coordinate with the CO. The COR will forward all documentation to DCMA-Dayton for action. (Note: Repeat contractual nonconformities found within one year for the same single point failure SOF characteristics shall be issued as a Level III CAR.)

A corrective action log will be established and all CARs will be entered. The log should identify, at a minimum, the CAR control number, whether the CAR was Level I or Level II, the date issued, whether the CAR involves SOF/CSI, who the CAR was issued to, summary of the deficiency/non-conformance, and the date the COR performed verification/follow-up actions. All CARs shall be reported on the CFT Form 104

7. Performance Management - Data Analysis

All inspection records, observations, monthly reports (CFT Form 104 submissions), CARs and other pertinent data will be reviewed by the PM/PCO/QPA monthly to identify any trends in order to adjust surveillance activities. This does not preclude the necessity of adjusting surveillance due to specific incidents or deficiencies noted at any time. The review should include at a minimum a description of the data analyzed, a description of the conclusions/results, and actions planned/taken. These reviews will be documented and retained in accordance with QASP paragraph 8.

7.1 Positive and Negative Incentives

In accordance with the results of the COR surveillance documentation, areas warranting a change in assessment method, frequency, or performance threshold will be changed in either a positive or negative manner throughout the life of the contract.

7.2 Data Analysis

7.3 Reporting Requirements

The Monthly Status Report (CFT Form 104) will be submitted electronically via the CFT (Contract Field Team) application hosted on the Air Force Portal by the 10th calendar day of the following month. Guidance on the CFT Form 104 report is contained in the Contract Management Plan and the CFT Form 104 Instructions.

The COR is required to execute a monthly surveillance report IAW AFI 63-138 for all scheduled surveillance through the FSM and submit to the CO.

For multiple site orders: Schedule and performance scores will be assessed at each site individually via the CFT Form 104. The overall order schedule and performance scores will be a rounded average of the schedule and performance scores, respectively, from the individual sites.

Note: Contractors will have 10 calendar days from their receipt to protest CFT Form 104 scores with the final administrative decision to be made by the CO at the CFT Program Office.

8. Communication

Communication with the Customer, CFT Program Office, DCMA, Contractor, and other interested parties will be accomplished via phone, e-mail, and/or other means as required to accomplish proper contractual oversight.

9. Record Retention

At a minimum, records will include COR letters of designation, a current copy of the contract/order and all attachments to include any modifications, the QASP, training, training certificates, a CAR log, all CARs, any correspondence with the Contractor, inspection logs, document review logs, data analysis, documentation of actions taken by the COR, and any other beneficial communication for proper CFT Contractor surveillance.

Records will be retained in accordance with FAR 4.8, Contracts Files.

10. Reserved

11. Combating Trafficking in Persons

In accordance with DFARS PGI 222.17, the COR shall pursue, as appropriate, the following methods of monitoring the Contractor's performance regarding trafficking in persons such that non-compliances with FAR clause 52.222-50 are brought to the immediate attention of the Contracting Officer:

1. Keep the lines of communication open with the Contractor. Specifically, at the Post-Award conference, remind the Contractor of his contractual responsibilities to notify the government if the Contractor receives notification of any alleged violations to this policy or if actions have been taken against the Contractor employees, Subcontractors or Subcontractor employees pursuant to the clause.
2. When appropriate, encourage Contractor to complete Human Trafficking Awareness Training.
3. Encourage the Contractor to take steps to investigate and eliminate slavery and human trafficking in their supply chains and to publish information for consumer awareness.
4. Periodically access the Department of State's Trafficking in Person (TIP) website for updates and to view the latest reports. <http://www.state.gov/g/tip>

12. Revisions to the QASP

The QASP is a living document and as such may be revised, with support of the PWS, at any time after review by the site COR and approval of the MFT (FSM, COR, PM, CO, QAS-DCMA and QPA-CFT)

